

NASA SHARED SERVICES CENTER

# **Training Services Support Service Delivery Guide (3.2.2.1)**

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## Approved by

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Date

# Document History Log

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	Basic	08/17/06	Basic Release

# Training Services Support

## Introduction

Based on requirements from the Agency and/or the centers, the NSSC shall support the purchase of standard training classes for the Agency (e.g., export control, IT security, and ethics). Support shall include performing market research to identify and recommend potential training providers. The final vendor selection will be made in consultation with the requestor. The NSSC shall prepare course descriptions for approved courses and update and maintain the list of standard training requirements, communication methods, and schedules.

## Process – Training Services Support



## Roles & Responsibilities

Roles and Responsibilities	Action	Tips
Step 1  <b>Discipline Owner</b>  Course Request	The Discipline Owner submits their request to the Office of Human Capital Management (OHCM).  <b>Output:</b> Initial request	<i>Address:</i>  <i>Office of Human Capital Management</i> <i>NASA Headquarters</i> <i>300 E St. SW</i> <i>Washington, DC 20456</i>
Step 2  <b>OHCM</b>  Request Validation	OHCM will review request to determine if COTS request is already available through OPM or other channels or if more coordination is required to refine the scope of the request.  Once refined, OHCM will forward the request to the NSSC via the Contact Center communication channels.  <b>Output:</b> Finalized request	Contact Center communication channels:  1-877-NSSC123 (phone)  1-866-779-NSSC (fax)  <a href="mailto:nssc-contactcenter@nasa.gov">nssc-contactcenter@nasa.gov</a>
Step 3	Once the NSSC receives the request, the SP will log the request into Remedy to begin	*NSSC is currently working the SATERN

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Roles and Responsibilities	Action	Tips
<b>NSSC HR (SP &amp; IG)</b>  Market Research	<p>the process.</p> <p>NSSC will review the request with the Discipline Owner to gather details on the type and depth of training product being requested; after which, the NSSC will conduct research into what COTS products currently meet the specifications laid out by the requester.</p> <p>If no COTS product is available, the NSSC will coordinate with the CBT developers currently located at Marshall Space Flight Center (MSFC) to develop a product that meets the requesters specifications*.</p>	<p>System Admin at MSFC to specify what technical specifications must be considered before developing or purchasing COTS products.</p> <p>In the event that a COTS software package is not available to meet the requirement, NSSC will explore CBT development options with MSFC as well as conventional instructor-led course options.</p>
Step 4  <b>NSSC Procurement (SP &amp; IG)</b>  <b>NSSC HR (SP &amp; IG)</b>  <b>Discipline Owner</b>  Course Purchase	<p>If a COTS product is available for purchase, the NSSC HR team will coordinate with NSSC Procurement to develop the Acquisition Strategy Approach.</p> <p>As that approach is finalized, the NSSC HR team will review the identified options with the Discipline Owner and OHCM so that a final selection may be made. Once the requester approves the recommendation, the Discipline FM will create a purchase requisition in SAP and NSSC, Procurement (SP) will perform Pre-Award activities and forward to the Contracting Officer for signature.</p> <p>OHCM along with their Discipline FM will pay the invoice upon receipt.*</p>	<p>In purchasing the COTS product, NSSC Procurement will complete the appropriate purchase documents.</p> <p>NSSC will arrange a product demo with the Discipline Owner and OHCM prior to final product selection.</p> <p>*NSSC funds are not currently being used for the purchase of COTS CBT's.</p>
Step 5  <b>NSSC Procurement (SP &amp; IG)</b>  <b>NSSC HR (SP &amp; IG)</b>  <b>Discipline Owner</b>  Course Finalization and Loading	<p>Once the purchase has been completed and received, NSSC Procurement (SP) will prepare the appropriate status reports for distribution to NSSC HR.</p> <p>NSSC HR will, with MSFC coordination, test, verify functionality, and load the course into SATERN. NSSC HR will then build the appropriate course identification into the SATERN catalogs for access.</p> <p>NSSC HR will then contact the Discipline Owner and OHCM of course availability.</p> <p>NSSC HR will then close out the ticket in Remedy.</p>	<p>If applicable, course materials will be forwarded to the Discipline Owner as well.</p>

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## Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC HR (SP & IG)	Course Recommendation	Requesting Organization	Course recommendation turnaround from date of training requirement identification.  Goal = 90% within 10 business days / None more than 12 business days

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## Privacy Data

*All participants involved must ensure protection of all data covered by the Privacy Act.*

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## System Components

### Existing Systems

*[Use system descriptions from RFP J-03 Technical Exhibit 9 (TE 9 – Existing IT Systems)]*

IT System Title	IT System Description	Access Requirements	IT System Interfaces
IEM-Core Financial	NASA's Agency-wide financial system. Provides standard processes and systems to support NASA's financial management activities.	Access granted by the Competency Center via NF 1700	P-Card Solutions, CMM
FPDS-NG	Web based application. FPDS-NG is the central repository of Federal contract information. The system contains detailed information on contract actions over \$2,500	Access granted by GSA via the FPDS-NG website.	CMM
NASA Acquisition Internet Service	Variety of web based applications used throughout the Agency. Includes: EPS, VPO, & PPDB	Access granted by the NSSC's NAIS superuser	
P-Card Solutions	System for documenting, reconciling, approving, and reporting purchases made using credit cards or convenience checks	Access granted by the Competency Center via NF 1700	IEM – Core Financial
Remedy	Supports NSSC internal activities, metrics, etc.		TechDoc
TechDoc Management System	System creates electronic files from faxes, emails, or hard		Remedy

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	copy documents		
WebTADS	System provides automatic supervisory data updates to SATERN		WebTADS
FPPS	System provides organizational data updates to SATERN		FPPS

*New Systems*

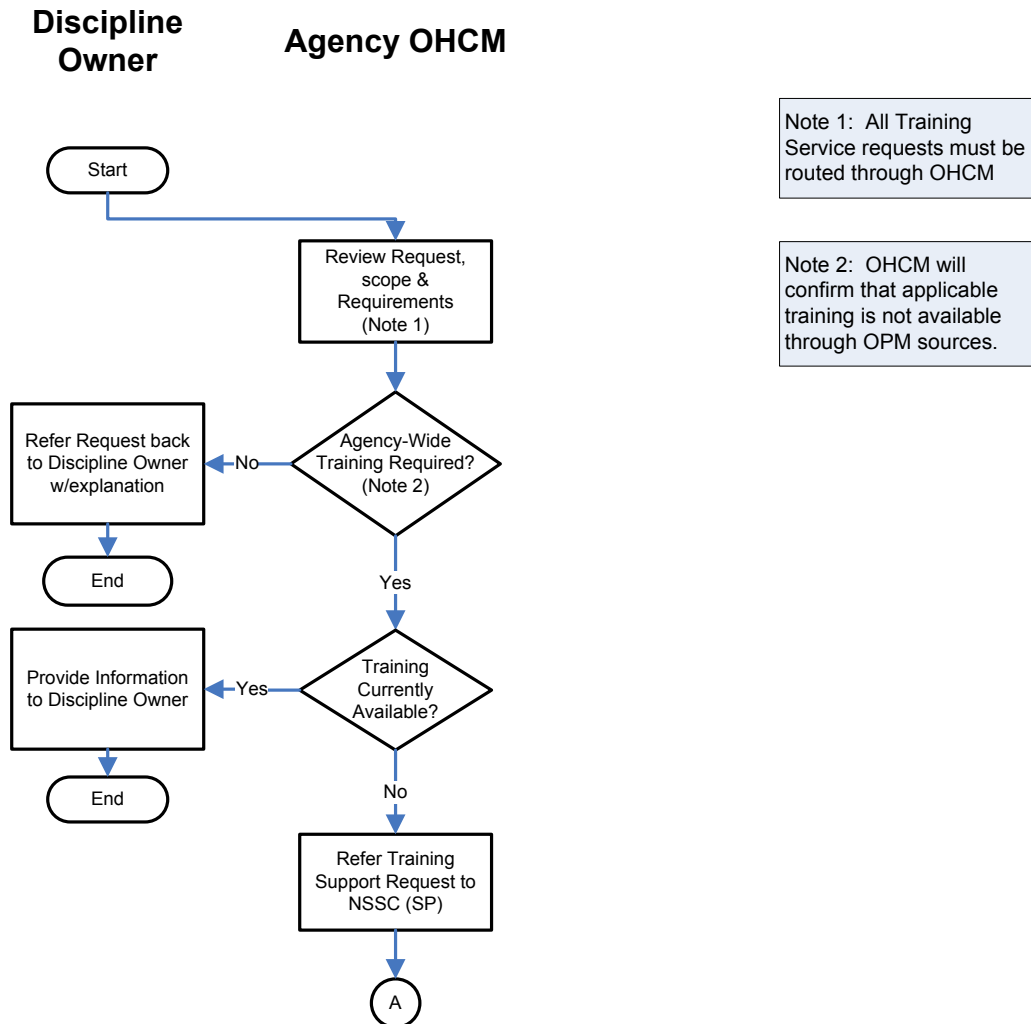
*[Use system descriptions from RFP J-03 Technical Exhibit 8 (TE 8 – New IT Systems)]*

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
SATERN	Training	Level 1 Regional Administrator	FPPS & SAP
CMM	New IEM procurement module that interfaces with IEM Core Financial and FPDS-NG. Contract Specialists will only need to use CMM after rollout in May 2006.	Access granted by the Competency Center via NF 1700	IEM Core Financial and FPDS-NG



## Contact Center Strategy

*Each activity requires a clearly defined contact center strategy which answers the question "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique contact center strategy. Refer to the NASA Shared Service Center Customer Contact Center Service Delivery Guide (3.5.1) for the contact center strategy concerning this activity.*

*Appendix: Process Diagram*

Discipline  
OwnerNSSC (IG)  
HR TrainingNSSC (SP)  
HR TrainingNSSC (SP)  
ProcurementNSSC (IG)  
Procurement